

Report to the Legislature

Expansion of the Basic Food Employment and Training Program (BFET)

As required by RCW 74.04.535

November 2014

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Basic Food Employment and Training Program

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I. EXECUTIVE SUMMARY

RCW 74.04.535 requires the Department of Social and Health Services (DSHS), Employment Security Department (ESD), and the State Board for Community and Technical Colleges (SBCTC) to work in partnership to expand Washington State's Basic Food (formerly known as food stamps) Employment and Training (BFE&T or BFET) program. At the time this legislation was passed in March 2010, BFET services were provided at 12 colleges and six community-based organizations (CBO) in King, Skagit, Snohomish, and Whatcom counties. The law required the three state agencies to expand the program to three additional community colleges or other community-based locations, and to expand capacity at participating colleges by the end of 2010.

The law also required the three agencies to annually track and report outcomes of the program, including those achieved through performance-based contracts. Reported outcomes include:

1. Federal funding received
2. Number of participants served
3. SBCTC Student Achievement Momentum points*
4. Number of participants who enter employment:
 - a. During participation, or
 - b. After participation in BFET
5. Average wage of jobs attained

By April 2011, the Department had exceeded the program growth requirements of RCW 74.04.535. Since that time, the remaining community and technical colleges in the state and 20 additional community based organizations have signed on to offer BFET services. Currently, 34 colleges and 31 CBOs provide BFET services.

Number of BFET Providers by county as of August 1, 2014:

| County | Community / Technical Colleges | Community Based Organizations |
|--------------|--------------------------------|-------------------------------|
| Chelan | 1 | 0 |
| Clark | 1 | 0 |
| Clallam | 1 | 0 |
| Cowlitz | 1 | 0 |
| Franklin | 1 | 1 |
| Grant | 1 | 0 |
| Grays Harbor | 1 | 0 |
| King | 11 | 16 |
| Kitsap | 1 | 0 |
| Lewis | 1 | 0 |
| Pierce | 4 | 5 |
| Skagit | 1 | 0 |
| Snohomish | 2 | 3 |

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| | | |
|-------------|---|---|
| Spokane | 2 | 4 |
| Thurston | 1 | 0 |
| Walla Walla | 1 | 0 |
| Whatcom | 2 | 2 |
| Yakima | 1 | 0 |

* Student Achievement Momentum Points is an SBCTC initiative aimed at measuring colleges and awarding funds to them for improvements in the significant steps students take towards higher achievement. See chart in Section V.

II. PROGRAM OVERVIEW

The Washington State Basic Food Employment and Training (BFET) program provides job search, job search training, self-directed job search, educational services (ABE, ESL, and GED), workforce skills training (vocational education), help with development of self-employment small businesses, post-employment support services and other employment opportunities to Basic Food recipients who are not participating in the state's Temporary Assistance for Needy Families (TANF) program. The BFET program is an important part of the state's comprehensive workforce development system serving the needs of low-income individuals, displaced workers and employers by encouraging financial independence from public assistance through skill acquisition, personal responsibility and gainful employment.

Funding for BFET services comes from USDA Food and Nutrition Service (FNS) as a part of the Supplemental Nutrition Assistance Program (SNAP) E&T program. FNS provides states some 100% federal funds and also allows states 50/50 matching funds that state or local agencies can use provided they have adequate state or local funds to match.

During FFY 2014, the Department of Social and Health Services (DSHS), State Board of Community and Technical Colleges (SBCTC), and other public and private agencies operated a BFET program in 18 counties as listed in Section I. The partnership consisted of 31 CBOs (see Section VI) and 34 community and technical colleges (see Section V). The project provided employability assessments and a menu of services to eligible participants. These services included:

- Assessment;
- Case management;
- Job readiness training;
- Basic skills/ESL training (e.g., literacy, math, vocational ESL, GED preparation); and
- Vocational training, job search assistance, job placement, and support services (e.g., transportation, child care, housing, clothing, and skill/wage progression)
- Job retention support services (e.g., case management, training, and support services intended to help BFET participants stay employed).

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Some college programs typically attended by BFET participants were:

- Business Management and Administration - The highest enrollments in this career cluster are in office management, business administration, and accounting.
- Health Services - Health services include programs such as medical, dental, and nursing assistants, radiation technicians, and medical records clerks.
- Information Technology - This cluster includes computer systems technician programs, computer programming, and digital media.
- Manufacturing - Welding makes up the majority of students in this career cluster.
- Nursing- One of the largest populations of BFET students are involved in Practical Nursing and Registered Nursing classes. Nursing assistants are classified in the health services sector.
- Transportation, Distribution and Logistics - Includes auto mechanic and truck/bus drivers.
- Basic Skills.

Washington will continue to provide these services in FFY 2015, and is expanding partner college capacity and added two additional community partners. The program is operated in compliance with the March 18, 2010 FNS funding requirements guidance and the OMB Circular A-87.

Program costs are expected to increase by 14 percent in FFY 2015 for the following reasons:

- Growth in demand for employment and training services;
- The increased number of partner organizations and colleges providing BFET programs and services for the full fiscal year (some CBOs started services half way through FFY 2014); and
- The increase in use of job retention support services component that was made available in recent years.

Any future service expansion is dependent on the availability of partners with matching state and local funds. At this time, community-based organizations in underserved areas of the state willing to partner with new participating colleges in those areas are the logical targets for expansion. More recently added community college partners will increase access to services through BFET and CBO partners can help those colleges by providing wraparound services including case management and other support services that remove participation barriers.

III. BFET HIGHLIGHTS FOR SFY 2014

From August 1, 2013 to July 31, 2014, BFET served 20,308 participants. Of those individuals who enrolled in BFET during the fourth calendar quarter of 2011, 73% became employed within 24 months with a median hourly wage of \$11.01.

Outcomes reported to USDA FNS during SFY 2014 include:

Between April and June 2011: 1,770 individuals began BFET activities. Of these 1,341 (76%) obtained employment within the 24 subsequent months with a median hourly wage of \$10.72.

Between July and September 2011: 2,193 individuals began BFET activities. Of these 1,602 (73%) obtained employment within the 24 subsequent months with a median hourly wage of \$11.01.

Between October and December 2011: 1399 individuals began BFET activities. Of these 1024 (73%) obtained employment within the 24 subsequent months with a median hourly wage of \$11.01.

Between January and March 2012: 2,147 individuals began BFET activities. Of these, 1,320 obtained employment within the 12 subsequent months with a median hourly wage of \$10.50.

Between April and June 2012: 2,119 individuals began BFET activities. Of these, 1,258 obtained employment within the 12 subsequent months with a median hourly wage of \$10.57.

Between July and September 2012: 2,825 individuals began BFET activities. Of these, 1,714 obtained employment within the 12 subsequent months with a median hourly wage of \$10.66.

Between October and December 2012: 2,015 individuals began BFET activities. Of these, 1,205 obtained employment within the 12 subsequent months with a median hourly wage of \$10.45.

IV. REIMBURSEMENT ACTIVITY AND OUTCOMES

For FFY2014, as of August 15, 2014 the BFET program:

- Served 20,534 participants (See Appendix A).
- Approved for \$4,829,221 in 100% federal grant funding (expended \$1,364,247)

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- Approved for up to \$13,874,224 in federal 50/50 matching funds for participant reimbursement and additional E&T expenditures.
- Expended \$8,348,386 in matching federal funds.
- Provided and spent \$8,220,598 in local matching funds.

It is important to note that federal fiscal year 2014 (October 1, 2013 to September 30, 2014) does not end until September 30, 2014. The Department anticipates that BFET partners will bill an additional \$6 million in requests for federal matching funds.

V. BFET STUDENT ACHIEVEMENT MOMENTUM POINTS

Basic Food Education and Training Student Achievement Momentum Points



Academic Year: 2013-14

| Title | Basic Skills | College Readiness English | College Readiness Math | First 15 Credits | First 30 Credits | First 45 Credits | Quantitative/Computation | Completion Points | Total Points |
|------------------------------|--------------|---------------------------|------------------------|------------------|------------------|------------------|--------------------------|-------------------|---------------|
| Bates | 3 | 15 | 47 | 22 | 64 | 72 | 17 | 94 | 445 |
| Belleveue | 77 | 90 | 93 | 158 | 132 | 141 | 60 | 102 | 1,100 |
| Bellingham | 88 | 105 | 203 | 158 | 134 | 162 | 112 | 108 | 1,274 |
| Big Bend | 59 | 13 | 39 | 32 | 32 | 42 | 15 | 41 | 349 |
| Cascadia | 0 | 3 | 2 | 5 | 5 | 2 | 2 | 2 | 26 |
| Centralia | 121 | 93 | 138 | 130 | 116 | 130 | 61 | 79 | 1,031 |
| Clark | 132 | 128 | 90 | 134 | 121 | 126 | 47 | 84 | 1,090 |
| Clover Park | 120 | 106 | 172 | 162 | 117 | 124 | 48 | 113 | 1,104 |
| Columbia Basin | 20 | 38 | 49 | 39 | 36 | 38 | 24 | 12 | 321 |
| Edmonds | 222 | 93 | 84 | 117 | 106 | 111 | 42 | 63 | 965 |
| Everett | 40 | 53 | 17 | 47 | 39 | 64 | 4 | 45 | 404 |
| Grays Harbor | 95 | 115 | 99 | 69 | 55 | 51 | 33 | 30 | 633 |
| Green River | 219 | 115 | 152 | 147 | 105 | 96 | 61 | 126 | 1,209 |
| Highline | 55 | 93 | 87 | 134 | 97 | 85 | 41 | 31 | 753 |
| Lake Washington | 16 | 34 | 123 | 73 | 63 | 75 | 48 | 53 | 591 |
| Lower Columbia | 66 | 99 | 129 | 79 | 69 | 49 | 33 | 23 | 608 |
| Olympic | 33 | 239 | 309 | 195 | 170 | 170 | 90 | 90 | 1,561 |
| Peninsula | 182 | 100 | 136 | 90 | 82 | 111 | 52 | 138 | 1,014 |
| Pierce Fort Steilacoom | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Pierce Puyallup | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Renton | 57 | 34 | 50 | 105 | 76 | 72 | 15 | 33 | 490 |
| Seattle Central | 77 | 54 | 94 | 92 | 86 | 99 | 31 | 33 | 679 |
| Seattle North | 103 | 20 | 68 | 112 | 89 | 115 | 22 | 49 | 742 |
| Seattle South | 108 | 40 | 183 | 312 | 242 | 253 | 76 | 163 | 1,620 |
| Seattle Vocational Institute | 50 | 0 | 0 | 69 | 67 | 76 | 0 | 46 | 347 |
| Shoreline | 182 | 20 | 65 | 134 | 109 | 112 | 38 | 99 | 878 |
| Skagit Valley | 305 | 45 | 88 | 128 | 103 | 95 | 82 | 37 | 997 |
| South Puget Sound | 7 | 0 | 9 | 5 | 7 | 13 | 3 | 2 | 64 |
| Spokane | 0 | 98 | 100 | 124 | 143 | 151 | 77 | 59 | 931 |
| Spokane Falls | 428 | 78 | 38 | 136 | 113 | 87 | 40 | 56 | 1,142 |
| Tacoma | 47 | 127 | 222 | 116 | 114 | 107 | 73 | 59 | 1,019 |
| Walla Walla | 32 | 23 | 24 | 51 | 46 | 49 | 18 | 30 | 326 |
| Wenatchee Valley | 0 | 4 | 15 | 10 | 7 | 13 | 6 | 22 | 105 |
| Whatcom | 53 | 89 | 98 | 58 | 72 | 70 | 39 | 38 | 635 |
| Yakima Valley | 36 | 42 | 33 | 31 | 29 | 34 | 16 | 15 | 277 |
| Totals | 3,033 | 2,206 | 3,056 | 3,274 | 2,846 | 2,995 | 1,326 | 1,975 | 24,730 |

NOTE:

Student Achievement Momentum Points is a State Board Initiative which began in 2006, aimed at measuring colleges and awarding funds to them for improvements in the significant steps students take towards higher achievement. Each point represents a BFET student reaching the goal or achievement described in each column. Some totals may include multiple achievements for the same student. In other words, a student may achieve a goal in more than one category, and may also achieve more than one level

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gain in Basic Skills. These achievement points, which are awarded by SBCTC are meaningful for all students across demographic characteristics (race, age, income, employment status), academic program or entering skill levels (basic skills, remedial, workforce education, academic transfer), intensity of enrollment (part-time or full-time enrollment), and type of institution attended (urban, rural, large, small, community college, technical college). Rigorous data analysis has identified achievement points that once accomplished, substantially improve students' chances of completing degrees and certificates

There are four categories of Achievement measures:

- Building towards college-level skills (basic skills gains, passing precollege writing or math)
- First year retention (earning 15 then 30 college level credits)
- Completing college-level math (passing math courses required for either technical or academic associate degrees)
- Completions (degrees, certificates, apprenticeship training)

VI. PROGRAM SERVICES CONTINUED IN FFY 2015

A. Office of Refugee and Immigrant Assistance (ORIA)

The Office of Refugee and Immigrant Assistance (ORIA) is located within the State of Washington, Department of Social and Health Services (DSHS), Economic Services Administration (ESA), Community Services Division (CSD). Our goal is for refugee and immigrant families and individuals to succeed and thrive in Washington State. The ORIA BFET program provides BFET services statewide through contractual partnerships between DSHS and community-based organizations and Washington Employment Security Department Spokane. Services under the ORIA BFET program include:

- Job search
- English as a Second Language (ESL) training
- Vocational education and training
- Case management
- Job retention services
- Support services

Current contractors through ORIA include:

- Asian Counseling and Referral (ACRS)
- WorkSource (Employment Security Department), Spokane
- Neighborhood House
- Refugee Women's Alliance (ReWA)
- Refugee Federation Service Center (RFSC)
- Refugee Immigrant Services Northwest (RISNW)
- Tacoma Community House – NEW IN FFY 2015!

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- TRAC Associates King
- TRAC Associates Pierce
- TRAC Associates Snohomish County
- World Relief Seattle
- World Relief Spokane
- World Relief Tri-Cities

B. Community Based Organizations (CBOs)

Current CBOs include:

Apprenticeship & Nontraditional Employment for Women (ANEW)

ANEW is one of the oldest non-profit organizations in the nation offering pre-apprenticeship training to women interested in pursuing a career in the construction and manufacturing industries. In addition to providing direct skills training, career navigation, and job prep services, ANEW also provides financial supportive services to men and women who are either exploring the possibilities of pursuing an apprenticeship, or who are currently in an apprenticeship and need additional support to be successful in completing their apprenticeship.

ANEW plans to provide the following employment and training activities and/or related support services to BFET-eligible clients:

- Informational sessions regarding ANEW's pre-apprenticeship training as well as general information regarding non-traditional career opportunities within the construction and manufacturing industries.
- Conduct / administer aptitude and career interest assessments to assess a person's skills and abilities relating to construction and manufacturing.
- Provide case management, including crisis support or referrals, career counseling, review of eligibility for services, and routine/special personal appointments or group meetings;
- Support and provide job search assistance, including personal interviews and meetings, and job club / networking events, study sessions, resume and interview preparation, and mock interviews with apprenticeship and employer partners;
- Provide job retention services, including mentoring, skill building, contract review guidance, as well as career advancement assistance.

The core services outlined above address the primary needs of the majority of ANEW students. ANEW strives to meet its clients where they are in their journey and attempts to customize services when possible. ANEW's ultimate goal is to provide quality training and superior support services; allowing diverse populations to be successful in the construction and manufacturing industries.

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Asian Counseling and Referral Service (ACRS) – NEW IN 2014!

Asian Counseling and Referral Service (ACRS) was founded in 1973 out of a grassroots effort. Today, it is a nationally recognized nonprofit organization offering a broad array of human services and behavioral health programs to Asian Pacific Americans in King County. ACRS is the largest multiservice organization serving all the different Asian Pacific American communities – immigrants, refugees and American born – in the Pacific Northwest. ACRS has been a BFET service provider through the Office of Refugee and Immigrant Assistance (ORIA) since 2012. Beginning in 2014, ACRS began offering BFET services to all participants. ACRS provides a variety of services to assist jobseekers who want employment and/or training services to improve employability and achieve their goals of self-sufficiency. These services include: applicant screening and testing, job readiness competencies, vocational training, job retention, job placement and career advancement. New jobseeker orientation occurs every Tuesday at 3 PM.

CARES of Washington

CARES operates two BFET programs that were uniquely developed to serve Basic Food recipients. The primary program is a partnership with community colleges in which community colleges provide education and training, and CARES provides case management, job search assistance, and support services provided consistent with Washington’s BFET Contractor Procedures Manual. All of these services are designed to help increase college attainment and move participants to self-sufficiency. The other is a stand-alone program that provides BFET participants assessment, job readiness training, job search assistance, career planning and development, and job placement.

FareStart

FareStart is a culinary job training and placement program for homeless men and women, and those at risk of becoming homeless. Its 16-week comprehensive training program includes Culinary training taught through a combination of classroom instruction and hands on training in the FareStart kitchen that produces meals for its restaurant, catering service, and contract meals program that serves shelters and child care centers. (The revenue generated through these enterprises goes directly to support the FareStart job training and placement program.) FareStart provides case management and support services. FareStart also provides life skills training, job placement, and services that help participants find and retain jobs and achieve wage progression. FareStart’s BFET services are provided exclusively for appropriate Basic Food recipients.

Fulcrum Institute Dispute Resolution Clinic – NEW IN 2014!

For over 19 years, The Fulcrum Institute Dispute Resolution Clinic has been one of the best and most highly-regarded mediation and training organizations in the State of Washington.

Their education department is comprised of two departments – one that provides workshops for business and individuals looking to expand their knowledge and another

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that is dedicated to instructing inmates at Geiger Corrections Facility and Spokane County Jail. The goal of this program is to reduce the rate of recidivism by providing a multitude of course for individuals to engage in. If an inmate is released prior to completing a course, they are able to go to their facility on Mission Ave Spokane WA and complete the courses post release.

Goodwill of the Olympics and Rainier Region

Tacoma Goodwill operates four different job skills training programs: Custodial Skills, Computer Skills, Retail Skills and Culinary Skills. Most training programs are relatively short term but the time allotted varies by program and participant abilities and program costs vary. Additionally, in each program, TGI offers help with costs for books, uniforms, and in Culinary Skills ancillary training costs (“ServeSafe” certification and Food Handlers Cards).

Housing Hope

Housing Hope empowers families by offering enriched services – intensive case management, education, employment preparation and life skills training, through our College of Hope program – along with expectations to ensure that residents will become and remain self-sufficient when they move on. By helping vulnerable families build personal assets and address the social and personal issues that may have contributed to their housing issues, cycles of poverty and hopelessness begin to end.

King County Jobs Initiative (KCJI)

King County Jobs Initiative provides employment and training services to individuals who are engaged in the criminal justice system but no longer incarcerated. These services are provided through Community Based Organizations on contract with KCJI to provide outreach, recruitment and enrollment, comprehensive case management, job readiness training, enrollment into training, support services, job placement and job retention. Currently 90% of the participants enrolled into KCJI are either on Basic Food (SNAP) or Basic Food eligible. As a relatively new participant of the BFET program, KCJI will continue to increase vocational training options for its participants by accessing sector training available at community and technical colleges. While most participants will participate in short term training, (approximately 12 weeks) it is expected that some will use this experience to further their educational goals and pursue an Associate or Bachelor’s Degree using other funding sources.

Multi-Service Center (MSC)

Multi-Service Center serves BFET participants through: ABE, ESL, GED preparation and employment services. Employment is critical to building stability, and Multi-Service Center works with adults and youth at all stages of job readiness. Assistance can include career exploration, job search basics, job skills development, such as workplace ethics and communication, and paid, on-the-job training through internships. All training and job search assistance is coupled with case management support to help a participant set and reach goals. Many of the MSC employment programs offer an education

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component. THRIVE is a program designed to help adults experiencing or at risk of homeless achieve stable employment. Through job search training, case management and paid internships, individuals work toward finding family-wage jobs that increase stability. MSC's Youth Employment & Education Services (YES) program is designed to serve youth and young adults age 16 to 24 seeking employment. Auburn Employment Services (AES) serve Auburn residents over the age of 18 who are seeking employment. Many of the YES and AES participants are also engaged in one of our educational programs.

Neighborhood House of Washington (NHWA)

NHWA is an organization that falls under the King County Employment & Housing Foundations for Work project and provides help to people from numerous countries and cultures with limited resources to attain their goals for self-sufficiency, financial independence, health and community building. NHWA case workers, teachers, volunteers and tutors (many of whom are bilingual) work in neighborhoods across King County providing tutoring, citizenship classes, Head Start and Early Head Start programs, job training, case management, community health programs and transportation to more than 11,000 low-income people each year. NHWA provides a special job search component for BFET eligible participants.

Northwest Indian College (NWIC)

Northwest Indian College is the tribal college serving Washington, Oregon and Idaho, and many Alaska natives. NWIC has its main campus at the Lummi Reservation in Whatcom County and also has five fully-serviced extension sites in Washington (Port Gamble S'Kallam, Swinomish, Tulalip, Muckleshoot and Nisqually), which offer a variety of educational opportunities.

NWIC's BFET program partners with local WorkSource organizations and Tribal Employment Rights Organizations (TERO) to offer participants at each of its sites a variety of comprehensive workforce education programs that include training, internships, work experience and job placement with tribal and non-tribal employers. Each workforce education program has built-in soft/works skills and job readiness training, and during orientation, each participant is assessed for reading and math skill levels.

BFET-eligible NWIC workforce training programs include, but are not limited to, Early Childhood Education, Chemical Dependency Counseling, Information Technology, Computer Repair Technician, Web Page Development, Casino Gaming Technician, Office Professions, Tribal Casino Management, Entrepreneurship, Working with Infants and Toddlers, Construction Trades, Certified Nursing Assistant, Industrial Entry, Marine Maintenance Technology, Nursing Assistant and Caregiver.

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Opportunity Council (OPPCO or OC)

Opportunity Council (OC) is a private, non-profit Community Action Agency serving low-income people, acting as a catalyst for positive change, both in the community and in the lives of the people we serve. OC services range from addressing immediate and crisis-oriented needs (food, emergency shelter, and eviction prevention) to longer-term programs that promote self-reliance and financial stability.

Opportunity Council (OC) offers a two-part BFET program. The first is a partnership with Whatcom Community College and Bellingham Technical College. Participants are co-enrolled receiving education and training from the community and technical colleges; as the individual prepares to transition into the employment market OC provides case management, job search and job readiness activities, support services, job retention services, and referrals to other programs and services.

Opportunity Council (OC) also provides stand-alone services including assessment, job readiness and job search activities, support services, career planning, job retention, case management and referrals to other programs and services. Participants are identified through homeless housing programs, Basic Food outreach, early learning and family resource programs, the Community Resource Center, and DSHS CSO staff.

Pierce County Community Connections (PCCC)

PCCC's Home and Family Division creates opportunities for economically disadvantaged families reduce the impact of poverty through a variety of social service and community programs that include employment services (CAREER), early childhood education, energy assistance, minor home repair and weatherization services. The CAREER program assists individuals obtain the education, training, employment and support services that are necessary to find employment and help avoid long-term public assistance dependency. BFET services are tailored to each participant's needs to become successfully employed. Services include initial intake and career interest assessment, job search and job readiness activities including building a resume, master application, and mock interviews; Microsoft Word certifications; career planning and coaching; support services; job retention services; and, referrals to other programs and services. CAREER offers a staffed resource room with 18 computers, fax, and copier for participants.

Port Jobs

Port Jobs, through its Airport Jobs center located at Seattle-Tacoma International Airport, provides BFET participants help getting jobs at the airport, including job search assistance, interview preparation training, job placement, intensive case management, and access to support services provided consistent with Washington's BFET Contractor Procedures Manual. They also provide free tax preparation and financial coaching. Most of those served by Airport Jobs live in the low income communities surrounding the airport, including White Center. Many are immigrants and refugees. Airport Jobs provides uniquely developed case management services in support of BFET participants in job search and related activities.

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Puget Sound Training Center (PSTC)

Puget Sound Training Center is a private nonprofit, community-based organization that provides social services to low-income individuals living in King County. PSTC currently provides Employment & Training and Limited English Proficiency (LEP) services. PSTC services include skills training, employment support and wage progression assistance to underserved individuals including immigrants and refugees as well as formerly incarcerated individuals. Its goal through this work is to eliminate the barriers that prevent low-income individuals from acquiring living wage employment, or that prevent them from moving up the wage progression ladder. As a BFET contractor, PSTC will provide to each eligible BFET client, assistance in creating an employment plan that outlines the schedule of services. Under the guidance of this plan, PSTC may provide the following services and activities that include, but are not limited to:

Job Search Assistance/Career Coaching & Job Placement Retention Services – PSTC works directly with each client to help them attain the skills they need for better paying jobs or the support they need to find employment, from assistance writing a resume to referrals to other service providers.

- Job Search Workshop – PSTC provides a Job Readiness Workshop designed to help participants with their interviewing skills and gain an overall idea of how to conduct an effective search for work.
- Computer Basics Workshop – PSTC provides Basic computer and Internet Introduction Workshop to train participants in online job searching tools and techniques for finding employment using this method.
- Job Skills Training – This component provides training in the areas of computer training, warehouse, and a three-year forklift certification training which is geared towards individuals that are currently employed in entry-level warehouse positions such as packaging or unemployed and that are in need of advanced skills certification in order to qualify for a living wage job in the warehouse industry.

The Refugee Federation Service Center (RFSC)

The RFSC BFET programs were uniquely developed to primarily serve eligible refugee and immigrant participants. The primary program provides BFET participants assessment, job readiness training, job search assistance, career planning and development, job placement, case management, and support services. In addition the RFSC works in partnership with community colleges in which community colleges provide education and training, and the RFSC provides case management, job search assistance, and support services provided consistent with Washington's BFET Contractor Procedures Manual. All of these services are designed to help increase college attainment and move participants to self-sufficiency. In addition, the RFSC directly provides some participants vocational training in electronic assembly, CNA and warehouse training. RFSC BFET services are provided exclusively for appropriate Basic Food recipients.

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Seattle Goodwill Industries (SGI)

SGI helps disadvantaged people in King, Snohomish, Kitsap, Skagit and Whatcom Counties to achieve economic independence through programs designed to assist those with significant barriers to employment. SGI plans to provide a job search component, education services, vocational training, and case management services for BFET eligible participants. Program offerings include:

- Retail Customer Service Job Training Program – includes an integrated job search component as well as on-the-job training
- Cashiering/Customer Service class – a less intensive class than the full-time Retail Job Training program without the job search or on-the-job training
- English for Speakers of Other Languages classes – from pre-literate to high-intermediate levels
- Computer classes – basics (operation/internet/email), MS Word, MS Excel, MS Outlook, online job search, and keyboarding
- High School Equivalency Preparation
- Community College 101 – a class that helps participants transition to job training programs in the community college system
- Job Search – individualized assistance for students in classes other than the Retail training program
- Case Management – all students complete an individual employment and training plan with a Case Manager; support services are provided on an individual basis (help with housing, clothes, health care, vision, transportation, information and referral, etc.)

Seattle Jobs Initiative (SJI)

SJI's BFET program offers participants training through the community college system that leads to credentials in growing local industry sectors. Currently SJI is supporting the following four sectors: Health Care, Business Information Technology, Manufacturing, and Automotive. SJI's CBO partners provide BFET participants wrap around supports including assessment, barrier removal, case management, college navigation, instruction in soft/success skills, resume writing, interview skills, job placement, and retention services. They also receive support services provided consistent with Washington's BFET Contractor Procedures Manual. SJI also offers a direct placement program for English language learners. This program supports BFET participants with instruction in work place culture, job readiness training, resume writing, interview skills, job placement, and retention services. SJI's BFET services are provided exclusively for appropriate Basic Food recipients.

Tacoma Community House – NEW IN FFY 2015!

Recognizing that education is the key to success in the 21st century, the Tacoma Community House offers a range of educational programs for adults of all backgrounds. Its Adult Basic Education classes target adults seeking to develop basic skills and to obtain their High School Equivalency. Its English as a Second Language classes help immigrants and refugees learn English so they can succeed.

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Since the early 1930's the Tacoma Community House (TCH) has assisted people in developing employment skills, finding jobs, and becoming independent. TCH's ability to link non-native English speaking clients directly to English as a Second Language programs allows the agency to effectively equip its clients with the English skills they need to succeed. Additionally, TCH job developers have a long history of providing employment services and maintain connections with dozens of employers throughout Pierce County.

The ABE/High School Equivalency program helps individuals:

- Improve basic reading, writing, math, and computer skills
- Improve work, life, and parenting skills
- Prepare to take the High School Equivalency tests

The ESL program helps individuals:

- Learn basic survival English
- Improve communication
- Increase skills in order to get a job and progress at the worksite
- Achieve a level of English that enables them to move into college training or academic programs

All classes are low-cost and open to adults 18 and over who demonstrate through standardized testing the need for basic skills instruction. Tacoma Community House also has other services to support adult education, such as our computer lab.

TRAC Associates

TRAC's BFET program works providing Employment Services to Homeless King County participants with the goal of helping them gain self-sufficiency and housing stability. Services provided to BFET participants include assessment, barrier removal, case management, instruction in soft/success skills, resume writing, interview skills, job placement, and one year of retention services. TRAC helps its participants identify training programs in high demand occupations and provide support while in training. They also receive support services consistent with Washington's BFET Contractor Procedures Manual.

TRAC'S ORIA BFET Program serves eligible non-citizens in King, Pierce, Thurston and Snohomish Counties. These programs provide assessment, job readiness training, job search assistance, career planning and development, job placement, case management, and support services. TRAC coordinates with local community colleges who provide education and training to its participants.

Washington Women's Employment & Education (WWEE)

WWEE's REACH Plus™ (Reaching Employability & Achieving Career Habits) program enhances the employability of low-income and welfare dependent individuals through focused job training, including computer skills, work habits and attitudes, financial

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literacy training, barrier reduction counseling, employment consultation, and wrap around supportive services such as housing and rental assistance. WWEE connects with local employers for job placement opportunities and community colleges for additional training and guided support for clients entering higher education or the trades. WWEE's Employment Services program (ES) is a value added service to participants who exhibit excellent performance in WWEE programs. Designed for graduates to receive concentrated employment services, selected candidates will have one-on-one employment coaching to create a personalized plan for gaining employment. WWEE's BFET services are provided exclusively for appropriate Basic Food recipients.

YWCA of Seattle King County

The YWCA operates two BFET programs that were uniquely developed to serve Basic Food recipients. The primary program is a partnership with community colleges in which community colleges provide education and training, and the YWCA provides case management, job search assistance, and support services provided consistent with Washington's BFET Contractor Procedures Manual. All services are designed to help increase college attainment and move participants to self-sufficiency. The other is a stand-alone program that provides BFET participants assessment, job readiness training, job search assistance, career planning and development, job placement, and case management.

YWCA of Spokane

The YWCA provides services through the Women's Opportunity Center. Commenced in 2006, the mission of the Women's Opportunity Center is to empower Spokane's unemployed and underemployed women to increase their earning potential and achieve financial independence. The Women's Opportunity Center offers Job Readiness and Career Advocacy, a fully staffed computer lab, and Our Sister's Closet—Spokane's only free, professional clothing bank for women.

YWCA Women's Opportunity Center furnishes BFET-eligible recipients with job search assistance, including resume writing, interviewing techniques, assessment, case management, barrier removal, job placement, and retention services. The Women's Opportunity Center helps unemployed individuals: "Get the job. Keep the job. Build a career." The program is designed with four areas of focus with classes and one-on-one advising available under various topics.

The Opportunity Center has an existing relationship with the Community Colleges of Spokane. This relationship is strengthened by the BFET program, as clients are matched with specific vocational and educational opportunities and follow-up is provided through individualized case management services.

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C. Community and Technical Colleges

The BFET program role for the participating Washington community and technical colleges is to meet the urgent need to educate more low income participants to higher levels of skill and knowledge to help this population transition to self-sufficiency.

Through a contract with the Washington State Board for Community and Technical Colleges (SBCTC), all 34 colleges will continue to provide BFET services in FFY 2015. BFET services provided will be limited to those that are necessary and reasonable for students to participate and fulfill the intent of the BFET program and are above and beyond services typically provided to the general student population at no cost. The services designed to help students attain skills necessary for employment and self-sufficiency include case management, job search and job readiness training, vocational education, Adult Basic Education (ABE), English As A Second Language (ESL), high school equivalency and participant support services. Colleges providing BFET services include:

| | |
|---|-------------------------------------|
| Bates Technical College | Bellevue College |
| Bellingham Technical College | Big Bend Community College |
| Cascadia Community College | Centralia College |
| Clark College | Clover Park Technical College |
| Columbia Basin College | Edmonds Community College |
| Everett Community College | Grays Harbor College |
| Green River Community College | Highline Community College |
| Lake Washington Institute of Technology | Lower Columbia College |
| North Seattle College | Olympic College |
| Peninsula College | Pierce College District |
| Renton Technical College | Seattle Central College |
| Seattle Vocational Institute | Shoreline Community College |
| Skagit Valley College | South Puget Sound Community College |
| South Seattle College | Spokane Community College |
| Spokane Falls Community College | Tacoma Community College |
| Walla Walla Community College | Wenatchee Valley College |
| Whatcom Community College | Yakima Valley Community College |

The FFY 2014 program application and review process was performed during July 2014. The existing billing process and planned college monitoring visits, conducted by SBCTC administrative staff, ensure adherence to policy. The SBCTC takes an active role in facilitating program planning and the future growth of the BFET program. SBCTC is involved in and supportive of developing and presenting an annual BFET conference and strategic planning. Additionally, they provide program overview and clarification of policy to colleges.

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VI. PROGRAM EXPANSION FOR FFY 2015

No significant program or policy changes are planned for FFY 2015. The State does not plan to add any new services but does plan on expanding availability of current services through the addition of at least three community agencies in currently unserved or underserved areas of the state. Contract negotiations are still underway. Those target areas currently include:

- Clark County
- Pierce County
- Spokane County
- Yakima County

The Department will continue to cultivate local partnership initiatives throughout the state to leverage BFET 50/50 federal matching funds. For FFY 2015, the partnership will expand services by increasing student capacity at educational institutions and adding a number of CBOs to provide unique training opportunities and needed wraparound services. The partnership will provide additional program services in all areas of the state where BFET contractors operate.

The BFET partnership with Northwest Indian College (NWIC), a tribal-chartered college, plans to expand services to its campus extension sites located on other tribal reservations in western Washington. NWIC is eligible to receive reimbursement for qualifying services and administrative costs at a rate of 75 percent per 7 CFR 281.9.

The State conducted the 3rd annual Training Forum as approved by federal Food and Nutrition Service (FNS) in August 2014. FNS approved the event to be funded with 100 percent federal grant E&T funds. This training forum is part of the overall BFET five-year strategic plan and is a showcase to educate internal partners and other State Administrations about the success of the BFET program.

The State has added a Program Manager position to the DSHS staff as the administrative need for a BFET Program Manager has now increased from ½ FTE to 1 (one) FTE. This brings the total positions allocated to the BFET program to 13 FTEs, all of which are funded through 100% Federal grant funds.

VII. NEXT STEPS

Strategic Planning – Five-Year Plan:

During SFY 2012, the State began work on a BFET strategic plan to draw out a road map to carefully grow and improve the program for the next five years in a time of dwindling resources and growing need. The plan was completed and approved by Department leadership in February 2012. A copy of the final five-year plan can be found in Appendix B. The plan will be updated and revised in FY 2015 by the BFET Strategic Planning Committee. BFET strategic plan strategy workgroups (marketing and pilot committees)

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consisting of DSHS BFET staff and representatives from various BFET college and community partners are working on plans to carefully expand the program to serve more eligible individuals needing employment services. The workgroups are developing plans to search for gaps in service based on demographic and/or geographic areas.

SNAP E&T Pilot:

The Agricultural Act of 2014 (Farm Bill) provides funds for 10 States to run SNAP Employment and Training projects with 3 year durations. Washington State is currently developing a proposal for FNS to secure a portion of this grant. FNS plans on selecting States for grants in late 2014 with projects expected to begin in mid to late 2015.

Requests for Additional 100% Federal E&T Funds:

In early July 2010, the USDA Food and Nutrition Service (FNS) advised the Department that the community and technical colleges can use some of FNS' under spent 100% E&T funds to pay for tuition costs (which is considered an administrative expense) and help make up for any loss in 50% match funding. Washington pursued the opportunity in each fiscal year and has secured between \$1.5 million and \$2.5 million in unused 100% funds from other states in each Federal FY.

The Department will continue to seek opportunities for expansion and annually track and report outcomes of the program including those achieved through performance-based contracts.

VIII. Appendix

A. Program Funding and FFY2015 Costs Breakdown by Category of Funding

| | | FY 2014 | Estimated FY 2015 |
|----|--|---------------|-------------------|
| 1. | E & T Grant Funds (100% Federal) | \$ 4,829,221 | \$ 2,244,522 |
| 2. | Additional E & T Expenditures: | \$ 22,860,787 | \$ 26,645,960 |
| | Federal | \$ 11,487,990 | \$ 13,390,946 |
| | State | \$ 11,372,797 | \$ 13,255,014 |
| 3. | Participant Expenses Reimbursed: | | |
| | a. State limit per month per participant for transportation / other costs | \$ 4,733,513 | \$ 5,016,691 |
| | Federal | \$ 2,374,759 | \$ 2,521,159 |
| | State | \$ 2,358,754 | \$ 2,495,532 |
| | 100% State | | |
| | b. Up to statewide limit per month per dependent for dependent care costs | \$ 21,200 | \$ 7,700 |
| | Federal | \$ 11,475 | \$ 5,075 |
| | State | \$ 9,725 | \$ 2,625 |
| | c. Above the statewide limit per month for dependent care costs: | | |
| | Federal | | |
| | State | | |
| | 100% State | | |
| 4. | TOTAL E & T Program Costs (1+2+3a+3b+3c=4): | \$ 32,444,721 | \$ 33,914,873 |

B. BFET Five-Year Strategic Plan



Susan N. Dreyfus, Secretary

David Stillman, Assistant Secretary

BASIC FOOD EMPLOYMENT & TRAINING *Five-Year Strategic Plan* 2012-2016



VISION

BFET is considered a best practice employment program that provides the skills and support needed to enable eligible participants to obtain and retain employment in a high-demand, livable-wage employment in communities across Washington State.



Goal 1: Maintain a diverse network of knowledgeable partners who serve eligible participants in communities across the state.

Strategies:

- Create a task force within existing resources to develop and implement a five-year outreach and marketing plan to recruit and secure new partner services agencies across the state. This includes an analysis of current versus future needed providers in communities across the state.
- Form a work group made up of current partner representatives to develop and implement a training plan to ensure partner staff members have in-depth knowledge of the BFE&T program and other complementary provider services across the state.

Measures of Success:

- Increase diversity (number and type) of service provider members in network.
- Increase number and type of services geographically dispersed in communities across the state.
- Increase depth and breadth of network members' and community partners' knowledge related to BFE&T program and services for participants.

Goal 2: Create clear and supportive pathways to success by helping participants gain essential skills and tools to transition to employment that supports a family.

Strategies:

- DSHS and each of the service provider agencies will conduct a program evaluation and analysis of current tools, services, administrative processes, and programs against future participant program needs to support the participants' ability to benefit and be matched with the best possible pathway to get and keep a job that supports a family.
- DSHS and partners will host an annual conference that allows provider agencies to share lessons learned and best practices for improving BFE&T employment outcomes across the state.

- Based on the program analysis above, service provider agencies will use agency, network, and community resources available to improve services and programs to help participants get and keep a job that supports a family.
- Establish a work group to develop a written screening tool (checklist) to help determine if interested providers have the necessary structures and services to meet BFE&T goals.
- Form a focus group consisting of DSHS and contracted partner staff to examine the current DSHS financial worker functions, duties, and responsibilities and conduct brainstorming to help DSHS management determine how they might best fit in the overall BFE&T program process and to help determine future services and staff needs.

Measures of Success:

- Increase percentage rate of participant education retention.
- Increase percentage of participants who have completed the program and/or have earned a college certificate or degree.
- Wage earnings of participants who complete the program are at or above the median income for Washington State.
- Increase percentage of employment retention.
- Reduction in dependence on food assistance for BFE&T participants.

Goal 3: Increase and diversify funding and maximize community and state committed dollars with federal funds to stabilize program growth and increase resources to participants.

Strategies:

- DSHS in collaboration with partner agencies will create a plan for identifying and securing independent funds to support unserved communities most in need.
- DSHS in collaboration with partner agencies will compare current BFE&T partners to non-BFE&T agencies in communities around the state that do similar work and try to recruit them to provide BFE&T services in areas of the state with unmet employment and training needs.
- DSHS and its partners will create a written message or “one pager” that speaks to and gains the support of local, regional and state policy makers for the BFE&T program.

Measure of Success:

- Increase amount of funding related (match and federal funds) to the number of potential (eligible) participants in each community across the state.